Red Hat OpenShift Service on AWS 4

Support

Understanding Support for Red Hat OpenShift Service on AWS
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**Abstract**

This document provides information on ROSA Support.
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CHAPTER 1. GETTING SUPPORT FOR RED HAT OPENSHIFT SERVICE ON AWS

Get support for Red Hat OpenShift Service on AWS (ROSA).

1.1. GETTING SUPPORT

If you experience difficulty with a procedure described in this documentation, visit the Red Hat Customer Portal. Through the Customer Portal, you can:

- Search or browse through the Red Hat Knowledgebase of technical support articles about Red Hat products.
- Access other product documentation.
- Submit a support case to Red Hat Support:
  a. Click Open a New Case.
  b. Select the reason for the support ticket, such as Defect/Bug or Account/Customer Service Request.
  c. In the Product field, enter OpenShift to filter the list. Select Red Hat OpenShift Service on AWS and the version from the drop-down menus.
  d. Complete the remaining fields.
  e. On the Review page, select the correct cluster ID that you are contacting support about, and click Submit.

You can also get support from AWS Support as long as you have a valid AWS support contract.

If you have a suggestion for improving this documentation or have found an error, submit a Bugzilla report against the OpenShift Container Platform product for the Documentation component. Be sure to provide specific details, such as the section name and Red Hat OpenShift Service on AWS version.
CHAPTER 2. TROUBLESHOOTING

This section assists with troubleshooting for Red Hat OpenShift Service on AWS (ROSA).

2.1. INSTALLATION TROUBLESHOOTING

2.1.1. Inspect install or uninstall logs

To display install logs:

- Run the following command, replacing `<my_cluster_name>` with the name of your cluster:
  
  ```bash
  $ rosa logs install <my_cluster_name>
  ```

- To watch the logs, include the `--watch` flag:
  
  ```bash
  $ rosa logs install <my_cluster_name> --watch
  ```

To display uninstall logs:

- Run the following command, replacing `<my_cluster_name>` with the name of your cluster:
  
  ```bash
  $ rosa logs uninstall <my_cluster_name>
  ```

- To watch the logs, include the `--watch` flag:
  
  ```bash
  $ rosa logs uninstall <my_cluster_name> --watch
  ```

2.1.2. Verify your Amazon Web Services (AWS) account does not have an SCP

Run the following command to verify your AWS account has the correct permissions:

```bash
$ rosa verify permissions
```

If you receive any errors, double check to ensure than an SCP is not applied to your AWS account. If you are required to use an SCP, see Red Hat Requirements for Customer Cloud Subscriptions for details on the minimum required SCP.

2.1.3. Verify your AWS account and quota

Run the following command to verify you have the available quota on your AWS account:

```bash
$ rosa verify quota
```

AWS quotas change based on region. Be sure you are verifying your quota for the correct AWS region. If you need to increase your quota, navigate to your AWS console, and request a quota increase for the service that failed.

2.1.4. Deployment failures

Failures in deployment are shown by putting the cluster state in “error”.
Run the following command to get more information:

```bash
$ rosa describe cluster -c <my_cluster_name> --debug
```

### 2.1.5. AWS notification emails

When creating a cluster, the Red Hat OpenShift Service on AWS service creates small instances in all supported regions. This check ensures the AWS account being used can deploy to each supported region.

For AWS accounts that are not using all supported regions, AWS may send one or more emails confirming that “Your Request For Accessing AWS Resources Has Been Validated”. Typically the sender of this email is `aws-verification@amazon.com`.

This is expected behavior as the Red Hat OpenShift Service on AWS service is validating your AWS account configuration.